

To: Williams, Caroline[Williams.Caroline@epa.gov]; Mylott, Richard[Mylott.Richard@epa.gov]
From: Jenkins, Laura Flynn
Sent: Thur 8/13/2015 1:14:13 AM
Subject: RE: New game plan for email press inquiries or stay the same?

Very minor tweak, also, if you want to “soften” it up a bit you might preface your statement with “Thank you for contacting the Region 8 Environmental Information Services Center.”

Local and national media inquiries about the Gold King Mine release can now be sent to press@epa.gov. We have copied press@epa.gov on this response to you so they are aware of your request. We also have a phone line in our Joint Information Center staffed by press officers. The phone number is 970-812-3351.

Laura Jenkins

Media Officer

USEPA-Region 8

1595 Wynkoop St.

Mailcode: 8-OC

Denver, CO 80202

Landline: 303-312-6256

Cell: 202-360-8453

Fax: 303-312-6961

From: Williams, Caroline
Sent: Wednesday, August 12, 2015 6:00 PM
To: Jenkins, Laura Flynn; Mylott, Richard
Subject: RE: New game plan for email press inquiries or stay the same?

Laura, based on our phone conversation, tomorrow we can respond to email press inquiries with the following statement. Let me know if you'd like it worded differently.

Deliberative Process/Ex. 5

From: Jenkins, Laura Flynn

Sent: Wednesday, August 12, 2015 5:33 PM

To: Williams, Caroline; Mylott, Richard

Subject: RE: New game plan for email press inquiries or stay the same?

I've been using a 2-step approach.

1. I call/email the reporter and relay details of the press email and hotline, then let them know I'm going to be forwarding their message to the Area Command, and – if I'm actually speaking to them on the phone, I try and get more information about exactly what they need.
2. I then forward their inquiry to the Press inbox along with an explanation of what they need.

In a couple of cases I circled back with the reporters to update them on their requests but only if their request was urgent/time-sensitive and/or they'd expressed frustration with responsiveness.

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From: Williams, Caroline

Sent: Wednesday, August 12, 2015 4:40 PM

To: Mylott, Richard; Jenkins, Laura Flynn

Subject: New game plan for email press inquiries or stay the same?

When we get an email inquiry from the media, we respond to the press person with any press conference info and provide the press@epa.gov email. Late this afternoon we added the phone number for the media to use, too.

Should we start adding the press@epa.gov as a cc on our responses?

Or, should we forward the inquiry on to press@epa.gov without responding directly to the press person?

Or, should we leave it as is?

Caroline

@ 6299